

Customer Services View

Service Menu includes Service Numbers, Service Number Detail and Expense Accounts.

Recommended Usage: Use Service View for quickly looking up specific service numbers, User names, descriptions and Expense Account Codes for the Service Number.

Department : The identifier of a department. Business Unit-Department (For Ex: 00510-191000)

Service Type :A category of services.(For Ex: Centrex, IP, etc.)

Service Number: The public identifier assigned to a service such as a phone number, IP address, sequence ID, etc.

Subscriber Id : The system-generated identifier assigned to every subscriber.

Status : The current state of the subscriber.

Service Status : The operational state of the service.

User Defined ID: Same as Department above. Business Unit-Department

1) Key in Service Number

Service Number

Services

Services

List | By Account

Search

Saved Search Clear | Manage

QuickSearch

Department Service Type (all) Service Number

Subscriber First Name Last Name Subscriber Id

User Defined ID Status ☒ Active ☐ Inactive Service Status ☐ Disconnected ☐ In Service

Search for Subscribers ☐ With Services ☐ Without Services

2) Now Click

Search

Services

Services

List | By Account

Search

Saved Search Clear | Manage

QuickSearch

Department Service Type (all) Service Number 3172341215

Subscriber First Name Last Name Subscriber Id

User Defined ID Status ☒ Active ☐ Inactive Service Status ☐ Disconnected ☐ In Service

3) Click on the Link:

Service

3172341215

SERVICES

Saved Search Clear | Manage

QuickSearch

Department Service Type (all) Service Number

Subscriber First Name Last Name Subscriber Id

User Defined ID Status ☒ Active ☐ Inactive Service Status

Search for Subscribers ☐ With Services ☐ Without Services

1 - 1 Display 250 rows per page

Department	Subscriber	Group	Service	Service Type	Service Status
00510-191000 (DEPT OF WORKFORCE DEVELOPMENT)	DEPT OF WORKFORCE DEVELOPMENT	General Ledger	3172341215	Centrex Services	In Service

1 - 1

4) Subscriber, Service and Location details shown .

Additional Information shows the User/Description.

Click "+"

Service Recurring Charges

[\(Click to view list\)](#)

to view the Service Recurring Charges.

Pinnacle Test Account

[Services](#) > 2593451 DEPT OF WORKFORCE DEVELOPMENT Centrex Services 3172341215

Services | Recurring Charges | One Time Charges

Profile

Cost Center	Tax Status
Service	
Service Number 3172341215	Status In Service
Service Type Centrex Services	Switch Address
Switch	Switch Status
Alert	
Service Start Date 06-AUG-1998	Service End Date
Multi-line/Single	Service Class
Analog/Digital/IP	Line Type
E911 Class Of Svc	E911 Type Of Svc
Location INIPGCEET (ACCOUNTS PAYABLE/IDWD) / Loc012838	
Telecom Additional Information	
User/Description FAX MODEM	
Alter IDENT	
Equipment Type	
Additional Information	
Primary Code C0001	
Vendor 00003	
Switch 3179020000	
Related Info	
Misc Equipment	
Vendor Ref No 3172321000	
Jack	
Locations	
(Click to view list)	
Subscribers	
(Click to view list)	
Service Recurring Charges	
(Click to view list)	
Service One Time Charges	
(Click to view list)	

5) Click to view the **Expense Account**

Service Recurring Charges				
1 - 1				
Charge Code	Name	Active	Assign Date	Remove
CLO03	SINGLE LINE SET ANALOG (A CARD)	✓	06-AUG-1998	
1 - 1				

6) **Expense Account** displayed is the PeopleSoft GL Chartfield String used to pay for this Recurring Charge.

Service Recurring Charges							
1 - 1							
Charge Code	Name	Active	Assign Date	Remove Date	Unit Price	Qty	Total
CLO03	SINGLE LINE SET ANALOG (A CARD)	✓	06-AUG-1998		15.05	1	15.05
First Billed On Date 24-DEC-2012							
Bill Note							
Income Account 00067-71660-493020-12000-----					Override	<input type="checkbox"/>	L
Subcode 642130					Override	<input type="checkbox"/>	L
Expense Account 00510-62410-191000-10000-510HOLD000_0000-0000000-GLE----					Override	<input type="checkbox"/>	L
Subcode 652130					Override	<input type="checkbox"/>	L
1 - 1							

Good job!

End.